

A Seat at the Table: Working with Local Responders
September 19-20, 2012

September 19th Chat file:

Steve Peterson: No
Mary Virginia Taylor: No
Lynne Ferrell: no
Dennis Danowski: no
Angela: no
gillian kumagai: NO
Majid Anwar 3: no
Holly: no
Montie' Dobbins: No
Katherine Rickett: yes, it might
Nelle Williams: no
Beverly: no
Kay H Smith: Possibly
Courtney Mlinar: yes
Bill: Yes
Peggy Makie 2: no
Denise: might
Mike Liddicoat: NO
Micki McIntyre: might
Jackie Davis: No
Brooke Billman: possibly
Siobhan Champ-Blackwell: the health information may be different
Lynne Siemers: maybe
Micki McIntyre: yes with Siobhan
Joyce Tallman: no
Tallie Casucci: no
Jane Orbell-Smith: Issues will be similar - peoples needs won't change too much
between different disaster types.
Micki McIntyre: medical reserve corp
Courtney Mlinar: paramed
Denise: firemen
Tallie Casucci: EMT
Steve Peterson: Fire, law enforcement
Denise: ems
Micki McIntyre: police
Courtney Mlinar: firemen
Beverly: maps, who's in charge, medical info.
Jackie Davis: Firefighters
Harzbecker: emt;fire;police

Courtney Mlinar: police
Steve Peterson: the actual victims
Lynne Siemers: emts, firefighters
Brooke Billman: fire, police, emt
Kay 2: critical care nurses
Denise: health care personel in the area
Kay H Smith: Public health people
Joyce Tallman: firemean, police, hospital disaster teams
Steve Peterson: first on the scene of the disaster
Micki McIntyre: traffic
Holly: electric company
Bill: Police, fire, ambulance, MRC., DMAT
Mary Virginia Taylor: Firemen, police officers, EMT, red cross, church groups
gillian kumagai: emt, police, fire
Micki McIntyre: utilities
Brooke Billman: airvac
Jackie Davis: medical personnel
Courtney Mlinar: physical plant at building
Angela: firemen, hospitals, police,
Steve Peterson: CERTs
Harzbecker: emt;poilice;fire
Jane Orbell-Smith: emergency services
Nelle Williams: EMT, police, firemen, neighbors
Peggy Makie 2: firemen, emt, public health,
Dennis Danowski: fire police hospital
Mike Liddicoat: ER DOCS, PARAMEDICS, POLICE FIRE VICTIMS PUBLIC HEALTH
Kay 2: security
Courtney Mlinar: electric
Lynne Ferrell: police, fire, ED's, EMT's, veterinarians, red cross
Nelle Williams: er docs, nurses,
Bill: Sen Reed is from Rhode Island!
Micki McIntyre: consumer health info
Micki McIntyre: tox info
Beverly: medical references
Montie' Dobbins: planning assistance
Courtney Mlinar: drug information, drug identification
Kay H Smith: info on mobile apps
Bill: Information, Corporate history and awareness, consumer health,
Denise: drug ref
Lynne Ferrell: info on toxic substances/chemical, health info
Harzbecker: consumer heak
Montie' Dobbins: space during
Micki McIntyre: contact info for govt and other groups
Angela: research, liaison, patient information,

Siobhan Champ-Blackwell: health info apps
Lynne Siemers: patient care, drug information
Joyce Tallman: room for set up, medical information, communication to public, information of weather,
Harzbecker: lth info
Mike Liddicoat: COMMAND CTR, REFERENCE ASSISTANCE,
Harzbecker: consumer hlth info
Courtney Mlinar: weather
Brooke Billman: consumer health information, information about apps for health professions or responders to download, drug information, contact info, computers
Mary Virginia Taylor: Access to medical information, information to the public, coordination
Micki McIntyre: access to web
Siobhan Champ-Blackwell: verification of medical/provider credentials
Nelle Williams: medical & consumer health info, space, weather info, mobile app info, drug info
Montie' Dobbins: access to print resources.
Susan Murray: any information needed
Courtney Mlinar: phone, fax, print, email
Siobhan Champ-Blackwell: planning documentation
Debra cavanaugh: Toolkit can be found on the course Moodle page at: <http://mla.mrooms.org/course/view.php?id=49>. Login as a guest.
Jane Orbell-Smith: No, I found it really thought provoking, thanks.
Denise: fork lift??
Denise: the latest versions are not standard in our institution
Harzbecker: Not surprising, but a good reminder, things we may not have thought of! Thanks JH
Mary Virginia Taylor: Made me realize how unprepared for a disaster my library would be? It is difficult when behind a firewall to provide public computer/internet service
Beverly: How do you recommend planning for "opening" firewalls?
Joyce Tallman: In our institution we have also put our catalog etc on the Internet, so as long as we can get there we have access.
Susan Murray: How was this list developed? From hard experience?
Jane Orbell-Smith: I'll say this, we have some work to do convince our IT colleagues that ALL the computers across the Organisation (State Health) DO need to be loaded with the latest software versions - not just individual PCs/laptops by request!
Beverly: and a forklift driver!
Micki McIntyre: a LOT there to think about!
Steve Peterson: Is your library part of the local Emergency Operations Plan?
Jane Orbell-Smith: I agree about the IT - we had major flooding a year or two back - whole State capital went under including main servers for Statewide

health services - no backup was in place - my first thing to do after the end of this is to chase up where we are up to to ensure it doesn't occur again! Thanks.

Steve Peterson: Thank you.

Micki McIntyre: Thank you!

Denise: Thanks!

gillian kumagai: Thank you

Harzbecker: Thanks

Sandy Lewis: thanks

Lynne Ferrell: Bye--thank you!

September 20th Chat file:

Micki McIntyre: 5%

Beverly McLeod: 10%

Denise: 10%

Priscilla Stephenson: 5%

Montie': 20

Ann Sawusch: 2%

Angela: 5%

Bill: 70%

Joyce Tallman: 20%

Brooke Billman: 25%

Mike Liddicoat: 30%

Holly: 50%

Sandy Lewis: 75%

Arletha Ford: 20 %

Nelle Williams: 15%

guest 2: 50%

Lynne Ferrell: 405

Lynne Siemers: 50

Susan Murray: 25%

Kay S: 20

Dennis Danowski 2: 50%

Lynne Ferrell: ooops...yes 40%

gillian kumagai: 20%

Beverly McLeod: mutual aid

Steve Peterson: Mutual agreement

Ann Sawusch: common goal

Micki McIntyre: compromise

Kay H Smith: Trust

Kay S: give and take

Lynne Siemers: mutual agreement

Bill: preplanning with other organizations

Dennis Danowski 2: communication
Denise: williness on both sides to work together
Joyce Tallman: working together, each bringing what they can offer
Montie': give and take
Tallie Casucci: benefit each other
Brooke Billman: understanding, communication, trust
Lynne Ferrell: understanding
Angela: working hand in hand
Holly: shared expertise and supplies
Katherine Rickett: compromise
Joe Harzbecker: mutual respect, goals, patience
Mike Liddicoat: mutual assistance, shared values,
Susan Murray: agreeing on the work to be done and assigning who was to do what
Steve Peterson: Established relationship PRIOR to the disaster
Nelle Williams: Mutual agreements, Knowledge of what partners do.
Jane Orbell-Smith: understanding, agreed goals, working together.
Micki McIntyre: respect for each other
Steve Peterson: Sharing of info
Kay H Smith: similar goal(s)
Nelle Williams: working toward a common goal
Kay S: moving along same path together
Micki McIntyre: something to offer
Montie': Working together
Joyce Tallman: compromise
Bill: working together to achieve shared goal
Beverly McLeod: working jointly toward common goal
Lynne Ferrell: doing my share of what I agree to
Angela: both benefit
Courtney Mlinar: listening, shared vision
Katherine Rickett: working toward a common goal
Dennis Danowski 2: working together
Lynne Siemers: working together on common goal
Joe Harzbecker: planning, cooperative spending, staffing,
Susan Murray: buy-in on what needs to be done to reach the shared goal
Mike Liddicoat: shared goal
Denise: sharing responsibilities
Denise: I can't see all the choices in the poll
Beverly McLeod: no sound
Joe Harzbecker: negatives could also be mission creep (library loses its core mission)
Beverly McLeod: no
Beverly McLeod: sound cut off in mid-sentence
Beverly McLeod: ok
Beverly McLeod 2: I'm back in again & can hear now.
Courtney Mlinar: the library has a role in the community

Micki McIntyre: we serve them & they back us up?

Kay H Smith: Communities themselves, not community leaders?

Joyce Tallman: Networking is always important. As you have them get to know you, then they may offer or give assistance and you can reciprocate with your abilities.

Ann Sawusch: communities are essential in disaster... working with strangers

Joe Harzbecker: It is our broader social context, library does not exist as an island, we are part of a community (even those that do not use library)

Bill: they already realize the importance of forming consensus among variety of different groups

Siobhan Champ-Blackwell: disasters are local, and libraries may not be from the community they work in, so they have to know the leaders in the community they work

Beverly McLeod 2: you have to know what resources the community has and what they are likely to need in a disaster

Denise 2: we don't live in a vacuum

Lynne Ferrell: great book by the way!

Siobhan Champ-Blackwell: thick skin,

Joyce Tallman: able to multi-task quickly

Siobhan Champ-Blackwell: can any one person really have all those qualities?

Montie': Good listening skills

Courtney Mlinar: contacts at other libraries

Kay H Smith: Ability to go along with something that isn't your idea

Angela: Able to work with all types of people, good, bad, and ugly.

Joe Harzbecker: physically able to travel without car, ie bikes, walk, "thick skin "

Jane Orbell-Smith: Resilient

Joyce Tallman: Up to date information, with over 10,000 online books and journals accessibility. Offer research for the support of projects for physicians and staff pursuing higher degrees in school. Free Internet with WiFi. Can help with PowerPoint presentations. Have just saved the hospital over \$36,000 in switching vendors, without losing information or access to information.

Katherine Rickett: Hello, my name is I'm one of the librarians from L Library L supports the teaching and research needs of the students, faculty and staff of the Health Sciences Campus of the university.

Micki McIntyre: Our library offers info resources to the students in the health education programs, the docs and nurses in the area, and to clients from 4 surrounding counties via phone, email and the internet. We'd be perfectly positioned to facilitate info updates to everyone during a disaster or emergency.

Beverly McLeod: have access to huge inventory of medical information; part of system of system of 20 libraries spread across northern California; expert at finding information quickly

Courtney Mlinar: technologically skilled staff, connections to online info and forms, health information expertise

Bill: A member of hospital Emergency Preparedness Committee, have completed 4 ICS courses, Current CPR certification and amateur radio license. Have access to business and statistical information for you, especially for disaster recovery and rebuilding.

Nelle Williams: The Health Sciences Library provides value-added services to our clients from the medical school, area healthcare providers, college students and clients from the community needing any type of health information. Our goal is to provide the information to support the medical school and any other health information need in the community in a timely, accurate, and financially responsible manner.

Montie': As an information professional, I am tasked with the responsibility of facilitating various health care information to the members of our university. My department is dedicated to giving the best return on investment to our stakeholders.

Lynne Siemers: The library has about 40 key textbooks identified as a special post-disaster collection that can be delivered whole or in part to wherever in the hospital the providers need them. We have partnered with other hospitals in the system so our ability to provide access to evidence based information will not be interrupted. We have computers that may be used by any associate who needs to reach family, friends or other uses.

Denise 2: We provide the evidence-based resources for clinicians so our institution provides a safe, reliable, healthcare...

Kay H Smith: We provide expert assistance to people looking for reliable health information as well as licensed resources unavailable free on the Internet and a database of health services in the state

Brooke Billman: My name is Brooke Billman and I help manage the Arizona Health Information Network consortium. AZHIN introduces, encourages, and supports widespread use of electronic journals, databases, and textbooks by Arizona's health care students and practitioners. The organization serves over 60 health related institutions across Arizona by providing access to library resources. Our goal is to ultimately impact patient care.

Mike Liddicoat: Our library is organized and staffed to provide useable health information at whatever level of complexity best meets our customers needs. our information professionals emphasise excellent customer service and rapid delivery of needed information in whatever format best meets our customers needs.

Ann Sawusch: I am a professional information navigator who specializes in locating needed information for busy people and guiding them in the use of new information technologies.

Angela: CLRC is tasked with facilitating partnerships between local libraries and other service providers allowing for cost savings to the libraries. We also provide for staff development through continuing education classes both in-house and at the CLRC site.

Joe Harzbecker: Snow storms, blizzards, ice storms. Not "walking in a winter wonderland" ... a dangerous scene. Hi I am JH of the XYX Medical Library We have IT, 24/7 access to inventory web access to medical/health resources, and the main campus as well, including the city hospital we continue to expand inventory, maximized funds through negotiating, fund realignment excellent, competent diverse staff with service skills, facility is open 95 hrs a week, but inventory is now almost all electronic.

Siobhan Champ-Blackwell: we have free resources that can help you with your decision making
Ann Sawusch: ty

Siobhan Champ-Blackwell: theres a large group here and we are sharing a lot of ideas

Jane Orbell-Smith: I'm Library Manager at the Primary & Community Health Services Library, we're part of Queensland Health Metron North H&HS. We provide our clients with high quality library and information services to support evidence based practice. Our budget of X is good

value as we save X\$ by supporting hospital avoidance for the regions population. Our goal is ensuring clinicians and their clients have the right information to make effective decisions to provide the best practice patient care.

Bill: I was able to get the article. ILL did work.

Jane Orbell-Smith: Excellent programme thank you so much - well worth my getting up at 4am local time in Australia! All the best, Jane.

Joyce Tallman: I do not see any citations on my printout and questions to answer for homework

Beverly McLeod 2: Do you have a resource to recommend for examples of library disaster plans?

Joyce Tallman: The powerpoint did not come through on my computer. It was blocked and I could not print the powerpoint prior to this conference.

Joyce Tallman: Tried to go to Powerpoint and clicked on screen, still would not print.

Debra cavanaugh: Instructions for homework are on the Moodle course page at:

<http://mla.mrooms.org/course/view.php?id=49>

Ann Sawusch: Very useful tips on building network! Thankyou

Debra cavanaugh: Make sure to open the PPT for the online course.

Beverly McLeod 2: Excellent presentation! So much wisdom from both of you.

Bill: Thank you. An excellent course.

Lynne Ferrell: Excellent webinar--thank you both!!

Denise 2: A lot to think about. Thanks!!!

Micki McIntyre: Thanks so much!

Nelle Williams: Many thanks to you both!

Courtney Mlinar: thanks

Joe Harzbecker: Thank you, very good overview, etc.

Angela: Thank you. Lots of good food for thought